

APPENDIX 1 - KEY PERFORMANCE INDICATORS 2007/08

Community Wellbeing

KPI Reference	Definition	Responsible Officer
BVPI 2(b)*	The quality of the Council's Race Equality Scheme and the improvements resulting from its application	T. Tidey
BVPI 156*	The percentage of the Council's buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	J. Preston
BVPI 175	The percentage of racial incidents reported to the Council that resulted in further action	I. Willett
LPI EH6	The percentage of licence applications processed within the statutory period	J. Gilbert
* Performance against these indicators is monitored on an annual (year-end) basis only		

Housing

KPI Reference	Definition	Responsible Officer
BVPI 63*	The average SAP (Standard Assessment Procedure) (energy efficiency) rating of the Council's dwellings	A. Hall
BVPI 66(a)	Rent collected by the Council as a proportion of rents owed on Housing Revenue Account dwellings	A. Hall
BVPI 183(b)	The average length of stay (weeks) in hostel accommodation of households that are unintentionally homeless and in priority need	A. Hall
BVPI 184(a)*	The proportion of the Council's dwellings which were non-decent at the start of the financial year	A. Hall
BVPI 184(b)*	The percentage change in the proportion of non-decent Council dwellings between the start and end of the financial year	A. Hall
BVPI 212	The average time (days) taken 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 15 properties or 0.5 hectare), expressed as a percentage of the total number of homes to be provided on large residential development sites	A. Hall
* Performance against these indicators is monitored on an annual (year-end) basis only		

Finance, Performance Management and Corporate Support Services

KPI Reference	Definition	Responsible Officer
BVPI 08	The percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms	B. Palmer
BVPI 09	The percentage of Council Tax collected by the Council in the year	B. Palmer
BVPI 10	The percentage of Non-Domestic Rates collected by the Council in the year	B. Palmer

BVPI 11(a)*	The percentage of the top-paid 5% of the Council's staff who are women	T. Tidey
BVPI 11(b)*	The percentage of the top 5% of the Council's staff who are from an ethnic minority	T. Tidey
BVPI 11(c)*	The percentage of the top 5% of the Council's staff who have a disability	T. Tidey
BVPI 12	The number of working days/shifts lost to the Council due to sickness absence	T. Tidey
BVPI 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the Council's total work force	T. Tidey
BVPI 16(a)*	The percentage of the Council's employees with a disability	T. Tidey
BVPI 17(a)*	The percentage of the Council's employees from ethnic minority communities	T. Tidey
BVPI 78(a)	The average processing time taken for all new Housing and Council Tax Benefit claims submitted to the Council, for which the date of decision is within the financial year	B. Palmer
BVPI 78(b)	The average processing time taken for all written notifications to the Council of changes to a Housing/Council Tax Benefit claimant's circumstances that require a new decision	B. Palmer
BVPI 79(a)	The percentage of cases within a random sample for which the Council's calculation of Housing/Council Tax Benefit benefit is found to be correct	B. Palmer
* Performance against these indicators is monitored on an annual (year-end) basis only		

Environmental Protection

KPI Reference	Definition	Responsible Officer
BVPI 82(a)(i)	The percentage of household waste arisings which have been sent by the Council for recycling	J. Gilbert
BVPI 82(a)(ii)	The total tonnage of household waste arisings which have been sent by the Council for recycling	J. Gilbert
BVPI 82(b)(i)	The percentage of household waste sent by the Council for composting or treatment by anaerobic digestion	J. Gilbert
BVPI 82(b)(ii)	The total tonnage of household waste sent by the Council for composting or treatment by anaerobic digestion	J. Gilbert
BVPI 84	The number of kilograms of household waste collected per head of the population of the district	J. Gilbert
BVPI 91(a)	The percentage of households resident in the district served by kerbside collection of recyclables	J. Gilbert
BVPI 166	The Council's performance against an environmental health service checklist	J. Gilbert
BVPI 199(a)	The proportion of relevant land and highways in the district 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 in the district at which unacceptable levels of graffiti are visible	J. Gilbert
BVPI 199(c)	The proportion of relevant land and highways in the district 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
* Performance against this indicator is monitored on an annual (year-end) basis only		

Planning and Economic Development

KPI Reference	Definition	Responsible Officer
BVPI 106*	The percentage of new homes built on previously developed land	J. Preston
BVPI 109(a)	The percentage of 'major' applications 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 Council's decision to refuse planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	J. Preston
* Performance against this indicator is monitored on an annual (year-end) basis only		

Leisure and Young People

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