

## Appendix A - Watford BC 2011/12 key performance indicators

<u>Reference</u>	<u>Definition</u>
KPI1	Time taken to process Housing Benefit/Council Tax Benefit new claims and change of events* <i>* This is defined as one indicator although is the council reports it as two parts – new and change of circumstances</i>
KPI2	Residual household waste
KPI3	Household waste recycled and composted
KPI4	Improved street and environmental cleanliness (levels of litter, detritus and graffiti)* <i>* This is defined as one indicator although it has four parts (a-d). Three elements are key performance indicators</i>
KPI5	Number of affordable homes delivered (gross)
KPI6	Number of households in temporary accommodation
KPI7	CO2 reductions from local authority operations
KPI8	The average working days lost to sickness per full time equivalent employee