

Key Performance Indicators 2014/15

Each year, we identify a number of performance indicators that measure our key priorities or where we know we need to improve our performance. These measures support the organisation ensure that high quality outcomes are being achieved for the organisation and for the borough. They also provide an early indication if performance levels are not being achieved and highlight where some additional focus might be needed.

Our chosen key performance indicators (KPIs) for 2014/15 are:

Ref	Indicator	Service area responsible for reporting
FINANCIAL		
KPI 1	Capital receipts programme	Regeneration & Development
KPI 2	Occupancy rate commercial	Regeneration & Development
KPI 3	Rental income commercial	Regeneration & Development
KPI 4	Revenue budget	Finance
KPI 5	Capital programme – general	Finance
KPI 6	Capital programme – section 106	Finance
KPI 7	Creditor payments paid within 30 days	
KPI 8	General debtors raised	Revenues and Benefits
KPI 9	General debtors collected	Revenues and Benefits
KPI 10	Collection rates of council tax	Revenues and Benefits
KPI 11	Collection rates of NNDR	Revenues and Benefits
SERVICE DELIVERY		
KPI 12	Average time to process housing benefits claims (from date of claim)	Revenues and Benefits
KPI 13	Average time to process change of circumstances	Revenues and Benefits
KPI 14	Processing of planning applications as measured against targets for: <ul style="list-style-type: none"> • ‘major’ applications (% determined within 13 weeks) • ‘minor’ applications (% determined within 8 weeks) • ‘other’ applications (% determined within 8 weeks) 	Regeneration & Development
KPI 15	Affordable homes on identified sites	Community and Customer Services

Appendix II

Ref	Indicator	Service area responsible for reporting
KPI 16	Number of households living in temporary accommodation	Community and Customer Services
KPI 17	Number of private sector units secured for use under Homelet	Community and Customer Services
KPI 18	The number of households in bed and breakfast accommodation and nightly lets who are pregnant/with dependent children	Community and Customer Services
KPI 19	Residual household waste per household	Corporate Strategy and Client Services
KPI 20	Household waste recycled and composted	Corporate Strategy and Client Services
KPI 21	Improved street and environmental cleanliness <ul style="list-style-type: none"> • Levels of litter • Levels of detritus • Levels of fly posting 	Corporate Strategy and Client Services
KPI 22	Recorded crimes (all crimes)	Community and Customer Services
KPI 23	Recorded violence against the person crimes (including aggressive behaviour, assault, domestic violence)	Community and Customer Services
KPI 24	Incidents of anti-social behaviour reported by public	Community and Customer Services
CUSTOMER SERVICE		
KPI 25	CSC service levels – 80% calls answered in 20 seconds	Community and Customer Services
KPI 26	‘Long waits for calls received to CSC and Benefits <i>Long wait = calls not answered within 2 minutes</i>	Community and Customer Services
KPI 27	% of stage 1 complaints resolved within 10 days	Community and Customer Services
KPI 28	Voter registration	Democracy and Governance
STAFF		
KPI 29	Sickness absence	Human Resources