

Joint KPIs		Appendix 2a				2017/18 Actual		2018/19 Target		2018/19 Actuals										
Version : 20180115 v2 (m)										April		May		June		Quarter 1				
KPI ref	KPI name	Good is....	P/H owner	Director	Lead Officer	CDC	SNC	CDC	SNC	CDC	SNC	CDC	SNC	CDC	SNC	CDC	SNC	Frequency of measure	Member or Operational measure	Joint or Council specific measure
1 Protected, Green & Clean																				
1.1	% of waste recycled and composted	H	Clr Dermot Bambridge Clr Debbie Pickford	Ian Davies	Ed Potter													Quarterly	M	CS
1.2	% Customer Satisfaction with Waste & Recycling service	H	Clr Dermot Bambridge Clr Debbie Pickford	Ian Davies	Ed Potter													Annually	M	CS
2 Thriving Communities & Wellbeing																				
2.1	Number of households living in Temporary Accommodation (TA)	L	Clr John Donaldson Clr Steve Clarke	Ian Davies	Joanne Barrett													Quarterly	M	CS
2.2	Time taken to process Housing Benefit new claims	L	Clr Peter Rawlinson Clr Tony Ilott	Paul Sutton	Belinda Green													Monthly	M	CS
2.3	Time taken to process Housing Benefit change events	L	Clr Peter Rawlinson Clr Tony Ilott	Paul Sutton	Belinda Green													Monthly	M	CS
2.4	Customer satisfaction with benefits process	H	Clr Peter Rawlinson Clr Tony Ilott	Paul Sutton	Belinda Green													Quarterly	M	CS
2.5	Number of Visits/Usage to District Leisure Centres	H	Clr George Reynolds Clr Karen Cooper	Ian Davies	Sharon Bolton													Quarterly	M	Joint
3 District of opportunity & growth																				
3.1	% of major planning applications processed within 13 weeks	H	Clr Roger Clarke Clr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS
3.2	% Planning Appeal decisions allowed	H	Clr Roger Clarke Clr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS
3.3	% Planning enforcement appeal decisions allowed	H	Clr Roger Clarke Clr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS
3.4	% of non-major applications processed within 8 weeks	H	Clr Roger Clarke Clr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS
3.5	Maintaining 5 year land supply	H	Clr Roger Clarke Clr Colin Clarke	Adrian Colwell	Andy Darcy David Peckford													Quarterly	M	CS
Corporate KPI's																				
4 Operational Excellence																				
4.1	Cumulative in year savings vs budget	H		Paul Sutton														Monthly	M	CS
4.2	% Capital schemes with green RAG rating	H		Paul Sutton														Monthly	M	Joint
4.3	Council tax collected as a % of Council Tax due	H		Paul Sutton														Quarterly	M	CS
4.4	Business Rates collected as a % of Business Rates due	H		Paul Sutton														Quarterly	M	CS
4.5	Cumulative in year income vs budget	H		Paul Sutton														Quarterly	M	CS
4.6	% Agreed internal audit recommendations completed on time	H		Paul Sutton														Quarterly	M	CS
4.7	% of invoices paid within 30 days	H		Paul Sutton														Monthly	M	CS
4.8	% IT helpdesk calls completed within service standard	H	Clr Mike Kerford Byrnes Clr Phil Bignell	Claire Taylor	AD: CS&IT													Monthly	M	Joint
4.9	Late committee reports (% of all reports due)	L		Paul Sutton														Quarterly	M	CS
5 Public Value																				
5.1	% Incoming calls answered within 30 secs (CSC)	H	Clr George Reynolds Cllr Karen Cooper	Claire Taylor	AD: CS&IT													Monthly	M	Joint
5.2	% Incoming calls abandoned (CSC)	L	Clr George Reynolds Cllr Karen Cooper	Claire Taylor	AD: CS&IT													Monthly	M	Joint
5.3	% Customer satisfaction with Council services(survey)	H	Clr Richard Mould Clr Karen Cooper	Claire Taylor	AD: P&T													Annually	M	Joint
5.4	% Customer satisfaction (temp check)	H	Clr Richard Mould Clr Karen Cooper	Claire Taylor	AD: P&T													Quarterly	M	Joint
5.5	% enquiries resolved at first point of contact	H	Clr George Reynolds Cllr Karen Cooper	Claire Taylor	AD: CS&IT													Monthly	M	Joint
5.6	% Correct amount of housing benefit paid to customer	H		Paul Sutton														Monthly	M	CS
5.7	% Transactions available on line	H	Clr Richard Mould Clr Phil Bignell	Claire Taylor	AD: CS&IT													Monthly	M	Joint
5.8	% Customer complaints upheld	L	Clr Richard Mould Clr Phil Bignell	Claire Taylor	AD: P&T													Monthly	M	Joint
6 Best Council to work for - NB: CT will revisit these KPI's																				
6.1	Staff sickness absence - days per employee, per annum (rolling 12 months)	L	Clr Barry Wood Clr Phil Bignell	Claire Taylor	Karen Edwards													Monthly	M	Joint
6.2	Number of agency staff employed	L	Clr Barry Wood Clr Phil Bignell	Claire Taylor	Karen Edwards													Monthly	M	Joint