

Joint KPIs						2018/19 Actuals															
Version : 20180115 v2 (m)						2017/18 Actual		2018/19 Target		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	Commentary on performance
<b>1 Protected, Green &amp; Clean</b>																					
1.1	% of waste recycled and composted	H	Cllr Dermot Bambridge Cllr Debbie Pickford	Ian Davies	Ed Potter													Quarterly	M	CS	
1.2	% Customer Satisfaction with Waste & Recycling service	H	Cllr Dermot Bambridge Cllr Debbie Pickford	Ian Davies	Ed Potter													Annually	M	CS	
<b>2 Thriving Communities &amp; Wellbeing</b>																					
2.1	Number of households living in Temporary Accommodation (TA)	L	Cllr John Donaldson Cllr Steve Clarke	Ian Davies	Joanne Barrett													Quarterly	M	CS	
2.2	Time taken to process Housing Benefit new claims	L	Cllr Peter Rawlinson Cllr Tony Ilott	Paul Sutton	Belinda Green													Monthly	M	CS	
2.3	Time taken to process Housing Benefit change events	L	Cllr Peter Rawlinson Cllr Tony Ilott	Paul Sutton	Belinda Green													Monthly	M	CS	
2.4	Customer satisfaction with benefits process	H	Cllr Peter Rawlinson Cllr Tony Ilott	Paul Sutton	Belinda Green													Quarterly	M	CS	
2.5	Number of Visits/Usage to District Leisure Centres	H	Cllr George Reynolds Cllr Karen Cooper	Ian Davies	Sharon Bolton													Quarterly	M	Joint	
<b>3 District of opportunity &amp; growth</b>																					
3.1	% of major planning applications processed within 13 weeks	H	Cllr Roger Clarke Cllr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS	
3.2	% Planning Appeal decisions allowed	H	Cllr Roger Clarke Cllr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS	
3.3	% Planning enforcement appeal decisions allowed	H	Cllr Roger Clarke Cllr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS	
3.4	% of non-major applications processed within 8 weeks	H	Cllr Roger Clarke Cllr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS	
3.5	Maintaining 5 year land supply	H	Cllr Roger Clarke Cllr Colin Clarke	Adrian Colwell	Andy Darcy David Peckford													Quarterly	M	CS	
<b>Corporate KPI's</b>																					
<b>4 Operational Excellence</b>																					
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	Cllr Mike Kerford Byrnes Cllr 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	
<b>5 Public Value</b>																					
5.1	% Incoming calls answered within 30 secs (CSC)	H	Cllr George Reynolds Cllr Karen Cooper	Claire Taylor	AD: CS&IT													Monthly	M	Joint	
5.2	% Incoming calls abandoned (CSC)	L	Cllr George Reynolds Cllr Karen Cooper	Claire Taylor	AD: CS&IT													Monthly	M	Joint	
5.3	% Customer satisfaction with Council services(survey)	H	Cllr Richard Mould Cllr Karen Cooper	Claire Taylor	AD: P&T													Annually	M	Joint	
5.4	% Customer satisfaction (temp check)	H	Cllr Richard Mould Cllr Karen Cooper	Claire Taylor	AD: P&T													Quarterly	M	Joint	
5.5	% enquiries resolved at first point of contact	H	Cllr 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	Cllr Richard Mould Cllr Phil Bignell	Claire Taylor	AD: CS&IT													Monthly	M	Joint	
5.8	% Customer complaints upheld	L	Cllr Richard Mould Cllr Phil Bignell	Claire Taylor	AD: P&T													Monthly	M	Joint	
<b>6 Best Council to work for - NB: CT will revisit these KPI's</b>																					
6.1	Staff sickness absence - days per employee, per annum (rolling 12 months)	L	Cllr Barry Wood Cllr Phil Bignell	Claire Taylor	Karen Edwards													Monthly	M	Joint	

