

Appendix 1: 2012/13 Key Performance Indicators - Reference Chart

Directorate	2012/13 KPI Ref. No.	Description	Reporting Frequency
DCE	KPI 04	The level of user satisfaction with the Council's website	Annual
Corporate Support Services	KPI 10 KPI 11 KPI 12	Working days lost due to sickness absence Rent Arrears (Commercial and Industrial Property) Occupation Rate (Commercial and Industrial Property)	Quarterly Annual Annual
Environment & Street Scene	KPI 20 KPI 21 KPI 22 KPI 23 KPI 24 KPI 25	Residual household waste per household Household waste sent for reuse, recycling and composting Improved street and environmental cleanliness (litter) Improved street and environmental cleanliness (detritus) Improved street and environmental cleanliness (fly-tipping) Environment and Neighbourhoods Team service standards	Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly
Finance & ICT	KPI 30 KPI 31 KPI 32 KPI 33 KPI 34 KPI 35	Invoices paid within 30 days of receipt Level of Council Tax collection Level of National Non-Domestic Rates (NNDR) Collection Processing of new benefit claims Processing notification of changes of circumstance for benefit claims The number of completed fraud investigations	Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly
Housing	KPI 40 KPI 41 KPI 42 KPI 43 KPI 44 KPI 45 KPI 46 KPI 47 KPI 48	Rent collected as a proportion of rents owed on housing revenue account dwellings Average number of days to re-let council dwellings Emergency repairs undertaken within target time Urgent repairs undertaken within target time Routine repairs undertaken within target time Satisfaction with repairs Affordable homes delivered (gross) Households living in temporary accommodation Level of non-decent council homes	Annual Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly
Planning & Economic Development	KPI 50 KPI 51 KPI 52 KPI 53 KPI 54 KPI 55 KPI 56	Additional homes provided (net) Processing of major planning applications within target time (13 weeks) Processing of minor planning applications within target time - Delegated decisions only (8 weeks) Processing of other planning applications within target time - Delegated decisions only (8 weeks) Planning Appeals - Officer Recommendation Planning Appeals - Member Reversal of Officer Recommendation Supply of ready to develop housing sites	Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Annual