

Appendix A 2018-19 Key Performance Indicators

Directorate	Service Area	PI	Reporting Frequency
Affordable Homes	Housing Advice	AH203 Number of households in temporary accommodation	Quarterly
		AH208 Number of households helped to prevent homelessness	Quarterly
		AH212 £s spent on Bed and Breakfast accommodation (cumulative)	Monthly
	Housing Management	AH211 Average days to re-let all housing stock	Monthly
	Landlord Services	AH204 % tenants satisfied with responsive repairs	Quarterly
Corporate Services	Benefits	FS112 Average number of days to process new HB/CTS claims	Monthly
		FS113 Average number of days to process HB/CTS change events	Monthly
		SF740 % Discretionary housing grant paid (cumulative)	Monthly
	Contact centre	CC303 % of calls to the Contact Centre that are handled (answered)	Monthly
		CC307 Average call answer time (seconds)	Monthly
	Communications	CC306 Number of completed e-forms received	Quarterly
	Corp. Services	CC305 % of formal complaint responses sent within timescale (all SCDC)	Quarterly
	Finance	FS109 % invoices paid in 30 days	Monthly
	HR	FS116 Staff sickness days per FTE (non-cumulative)	Quarterly
		FS117 Staff turnover (non-cumulative)	Quarterly
	Revenues	FS102 % Housing Rent collected	Monthly
		FS104 % NNDR collected (cumulative)	Monthly
		FS105 % Council Tax collected (cumulative)	Monthly
Health and Environmental Services	Environmental Health and Licensing	ES401 % business satisfaction with regulation service	Quarterly
		ES403 % satisfaction with local environmental quality	Yearly
		ES406 % major non-compliances resolved (in rolling year)	Quarterly
	Shared Waste Service	ES402 % satisfaction with waste services	Yearly
		ES408 % of bins collected on schedule (SSWS)	Monthly
		ES418 % of household waste sent for reuse, recycling and composting (cumulative)	Monthly
Planning & New Communities	Development Management	PN510 % of major applications determined within 13 weeks or agreed timeline (designation period cumulative)	Monthly
		PN511 % of non-major applications determined within 8 weeks or agreed timeline (desig. period cumulative)	Monthly
		PN512 % of appeals against major planning permissions refusal allowed (designation period cumulative)	Quarterly
		PN513 % of appeals against non-major planning permission refusal allowed (designation period cumulative)	Quarterly
	Land Charges	SX025 Average Land Charges search response days	Monthly
	Planning Policy	PN518 % of new homes permitted that are affordable homes (on developments requiring affordable housing provision)	Quarterly
	Directorate-wide	PN505 % customers satisfied with Planning and New Communities	Monthly