

**APPENDIX B – Strategic PIs by Portfolio – Report to Scrutiny and Overview Committee and Cabinet, 11 and 13 February 2014**

Portfolio	PI reference	PI description	Latest Performance	Target	Direction of Travel	Date	Lead Officer	Comments
Finance and Staffing	BV010	% of NNDR collected	90.5	90.2	↑	31 Dec	Katie Brown	
	BV009	% of Council Tax collected	88.1	88.5	→	31 Dec	Katie Brown	
	BV066a	% of rent collected	98.2	97.3	→	31 Dec	Katie Brown	
	NI181	Average days to process Benefit Claims	11	13	↑	31 Dec	Dawn Graham	
	SF772	General Fund Variance £	(42,800)	-	→	30 Nov	Graham Smith	
	SF707	General Fund Variance %	(0.27)	3	→	30 Nov	Graham Smith	
	SF774	HRA Variance £	(96,500)	-	→	30 Nov	Graham Smith	
	SF748	HRA Variance %	(0.36)	3	→	30 Nov	Graham Smith	
	SF773	Capital Variance £	(60,900)	-	→	30 Nov	Graham Smith	
	SF749	Capital Variance %	(0.4)	3	→	30 Nov	Graham Smith	
	SF752	% Undisputed invoices paid in 10 days	67.3	80.0	↓	31 Dec	Sally Smart	See main report para. 13
	BV008	% Undisputed invoices paid in 30 days	97.7	98.5	↑	31 Dec	Sally Smart	
	BV012	Staff Sickness Days per employee	5.54	6.2	→	31 Dec	Susan Gardner Craig	
	SX005	Staff Turnover	9.34%	5%	→	31 Dec	Susan	

→

		(cumulative)					Gardner Craig	
<b>Housing</b>	BV213	Number of households helped to prevent homelessness	129	96	→	31 Dec	Susan Carter	See Appendix A, Action A6
	NI155	Number of affordable homes delivered	171	120	↑	31 Dec	Schuyler Newstead	See Appendix A, Action B8
	NI156	Households in temporary accommodation	48	42	→	31 Dec	Susan Carter	See Appendix A, Action A6
	SH302	% Tenant satisfaction with responsive repairs	99	95	→	31 Dec	Anita Goddard	
	BV212a	Average days to relet General Needs housing	17	20	→	30 Nov	Anita Goddard	Technical issue delaying December data
<b>Corporate and Customer Services</b>	SX129	% customer satisfaction with Contact Centre service	100	90	→	31 Dec	Dawn Graham	New form to be introduced Feb 2014 to encourage greater response rate
	SX130	% first time resolutions	82	80	→	31 Dec	Dawn Graham	
<b>Environmental Services</b>	NI182	% Business satisfaction with regulation service	87.8	90	→	30 September	Myles Bebbington	
	SE267	% satisfaction	89	88	→	30 June	Paul	Represents

		with waste services					Quigley	improvement on 2011 figure of 88% Figure to provide benchmark for future survey.
	SE270	% satisfaction with local environmental quality	84	-	→	30 June	Paul Quigley	Dog fouling main issue affecting quality. Officers reviewing respondent postcodes to identify problem areas for focussed action Figure to provide benchmark for future survey.
	SE268	% of licensed premises adjudged to be compliant with the Licensing Act	99%	90%	→	31 Dec	Myles Bebbington	
	SE269	% of major non-compliances resolved	84%	90%	↑	31 Dec	Myles Bebbington	
	SE201	Missed bins per	42	50	→	31 Dec	Stuart	

		100,000					Harwood-Clark	
	NI192	% of household waste for reuse, recycling and composting	58.65	60.0	→	31 Dec	Paul Quigley	Performance is within expected levels and comparable with RECAP partners
<b>Planning and Economic Development</b>	NI157a	% Major planning applications determined in 13 weeks	0	60	→	31 Dec	Nigel Blazeby	Only one application falling within this category
	NI157b	% Minor planning applications determined in 8 weeks	70	65	→	31 Dec	Nigel Blazeby	
	NI157c	% 'Other' planning applications determined in 8 weeks	92	80	↑	31 Dec	Nigel Blazeby	
	NI157d	% 'Major major' planning applications determined in 16 weeks	60	60	↑	31 Dec	Nigel Blazeby	Five applications in this category
	SP944	% satisfaction with Planning and New Communities	64	70	→	31 Dec	Nigel Blazeby	