

Appendix B - Proposed Key Performance Indicators 2022/2023 (South Hams)

Satisfaction	Why it's important	Frequency of Reporting to SLT / Lead Member	Target	Benchmarked against
% Of Customers completing a process and reporting a positive satisfaction with the process (online and on phone)	This assesses how satisfied our customers are following a transaction with the Council.	Monthly	Tbc	
LGA Resident Satisfaction Survey	This will provide us with insight in to how satisfied residents are with South Hams as a place to live	Annual	Tbc	Other councils carrying out the LGA model survey
Institute of Customer Service	This will be an annual survey of residents that have transacted with the Council and enable us to benchmark against other organisations	Annual	Tbc	IOCS carry out the benchmarking for us

Efficiency	Why it's important	Frequency of reporting to SLT / Lead Member	Target	Benchmarked against
DM: Processing of Major Planning Applications% determined in time (with extensions)	Monitoring how many applications we process within agreed time limits is important to demonstrate the efficiency of Council services and in ensuring we do not delay developments.	Monthly	Tbc	LG Inform Plus
DM: Processing of minor applications% determined in time (with extensions)	Monitoring how many applications we process within agreed time limits is important to demonstrate the efficiency of Council services	Monthly	Tbc	LG Inform Plus

Planning Enforcement cases outstanding	This is a demonstration to our residents about how we are taking steps to protect our built and natural environment in a timely manner.	Quarterly	Tbc	Statistical neighbour data
Processing speed Housing Benefits (new claims) Average days	It is important that we are efficient at processing housing benefits to ensure our residents quickly receive the support they need.	Quarterly	Tbc	LG Inform Plus
Staff turnover Rate (Total number of leavers / total workforce in period * 100	It is healthy for an organisation to have a turnover, although a turnover that is too high could indicate dissatisfaction amongst staff.	Quarterly	Tbc	LG Inform Plus can be used to benchmark
Average no of missed collections per 100,000 collections of household waste	This demonstrates how efficient our contractor, FCC, is in delivering this core function.	Monthly	Tbc	LG Inform Plus
% of household waste set for reuse, recycling or composting	This demonstrates how effectively we are nudging our residents to reuse, recycle or compost	Monthly	Tbc	LG Inform Plus
% of complaints responded to within timescales	When our customers remain dissatisfied with the service received by the Council, many will complain. This measure sets out how efficient we are at responding to our customer complaints within agreed timescales (currently 20 working days)	Monthly	Tbc	LG Inform Plus
Organisational Carbon Footprint (<i>Note this will be reported from 2023/24 onwards</i>)	The Council has made a clear commitment around its carbon footprint. This measure will enable us to update on how we are doing.	tbc	tbc	