

Appendix B – Proposals for revised KPI's

2023 – 2024 KPI	Proposal	2024 – 2025 KPI
% of FOI requests handled within timescales	Narrative to include split between businesses and individuals	% of FOI requests handled within timescales
Ombudsman Cases Investigated and Upheld	Report on corporate complaints performance only and link to Oflog metric. Remove Ombudsman from KPI report as update is provided to A&G Committee.	<ol style="list-style-type: none"> 1. Number of complaints that received a response within the timeline – Stage 1 and 2 2. Number of complaints upheld per 10,000 – Stage 1 and 2
% of major applications determined within 13 weeks, or with an agreed EOT	Narrative to include split for those with / without an extension and which side requested extension	% of major applications determined within 13 weeks, or with an agreed EOT
% of non-major applications determined within 8 weeks or with an agreed EOT	Narrative to include split for those with / without an extension and which side requested extension	% of non-major applications determined within 8 weeks or with an agreed EOT
Enforcement cases open at end of month	The new planning software offers additional data and reports.	<ol style="list-style-type: none"> 1. Number of Enforcement Cases received and closed 2. Average number of days for closure 3. Reason for closure 4. Number of Notices served (quarterly)
Housing Delivery within the area	No change – annual report	Housing Delivery within the area
Average temporary accommodation use per month	No change	Average temporary accommodation use per month
% of cases where homelessness was prevented	Change of data to offer explanation of prevention and relief of homelessness.	<ol style="list-style-type: none"> 1. Successful homeless prevention cases as a % of prevention cases 2. Successful relief cases as a % of relief cases
Employment Estate Occupancy Rates	Narrative to include % of rent collected (total possible income).	Employment Estate Occupancy Rates
Temporary Events Notices issued in timescale	There is a statutory requirement for TENs to be issued in one-working day from the receipt of application. Proposal to remove KPI and replace with Food Safety Inspections as a better	% of high-risk food inspections completed

	reflection of the work of the EH&L Service Area.	
Energy Grant Installations Completed	Measurement of receipt and delivery of National Government Grant schemes.	<ol style="list-style-type: none"> 1. Installations received 2. Installations completed
Average number of days to process new housing benefit claims	No change	Average number of days to process new housing benefit claims
Average number of days to process change in circumstances to housing benefit claims	No change	Average number of days to process change in circumstances to housing benefit claims
Council Tax Collection	No change	Council Tax Collection
In-year collection rate for non-domestic rates	No change	In-year collection rate for non-domestic rates
Number of missed bins per 100k	No change	Number of missed bins per 100k
Household Recycling rates	No change	Household Recycling rates
Contact centre calls answered in 5 mins	No change – excludes Revs & Bens calls	Contact centre calls answered in 5 mins
Revs & Bens calls answered in 8 mins	Separate KPIs to enable better analysis of calls and performance.	<ol style="list-style-type: none"> 1. Revs calls answered in less than 8-minutes 2. Bens calls answered in less than 8-minutes
Total Calls	No change	Total Calls to the Contact Centre
Online Uptake: processes started online vs through the Contact centre	Clarify the metric to show how many online forms are completed by residents	<ol style="list-style-type: none"> 1. Online uptake by residents 2. Satisfaction with online processes