

4. Year-End outcome: Key Performance Indicators (KPIs) (Updated 10/7/2024)

N.B. Where the monthly result differs to the cumulative year-to-date result, the monthly performance is indicated by either *R (Red) , *A (Amber) or *G (Green)

Monthly Performance Indicators CUMMULATIVE YEAR TO DATE RESULT		23/24 Target	Apr 23	May 23	Jun 23	July 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	2023/24 Outcome		
BV8	Percentage of invoices paid on time (within 30 days)	91%													98.97 %		
BV9	Percentage of Council Tax collected	95%													95.40 %		
BV10	Percentage of Non-domestic Rates collected	96%													97.90 %		
BV12b	Short-term working days lost due to sickness absence	3.2 days													2.09 days		
BV78a	Speed of processing – new Housing /Council Tax Benefit claims	22 days					*G	*G					*A		20.3 days		
BV78b	Speed of processing - changes of circumstances for HB/CTB claims	9 days			*R			*G	*G		*A		*G		9.4 days		
BV109a	Processing of planning apps: Major Applications (within 13 weeks)	89%				*R		*R		*R					90.63 %		
BV109b	Processing of planning apps: Minor Applications (within 8 weeks)	82%			*R	*A									99.37 %		
BV109c	Processing of planning apps: Other Applications (within 8 weeks)	91%													97.58 %		
BV218a	Abandoned vehicles - % investigated within 4 working days	95%			*G	*G	*G		*G	*G					95.11 %		
LI/DC/DCE/004	Percentage of delegated decisions (Officers)	86.5%				*A	*A								91.74 %		
LI/DC/DCE/007	Planning Enforcement - Informing complainant within 21 days	95%			*G	*G				*A			*G	*G	85.83 %		
LI/IC/CSC/002	Percentage of abandoned calls	8.5%												*R	3.7 %		
LI/LS/LCC01	Percentage of all Local Land Searches completed in 10 working days	95%													99.8 %		
LI/CC/01	Number of missed bins per annum	2340 /2145*						*R	*R	*R					1869		
LI/TBC/02	Proportion of Major Planning Applications overturned at appeal	10%		*R			*R	*R		*R					7.81 %		
NI 191	Residual household waste per household	528 kgs					*A					*R			487.6 kgs		
NI 192	Percentage of household waste sent for reuse, recycling and comp	42%				*R									37.62 %		
MONTHLY INDICATOR RESULTS (x 18)			YEAR TO DATE Monthly Total			15G 1A	15G 0A	14G 1A	13G 1A	12G 3A	12G 3A	13G 2A	13G 2A	15G 0A	15G 0A	15G 0A	14G 1A

* Year-end targets recalculated to end February (11 month) values

Quarterly Performance Indicators CUMMULATIVE YEAR TO DATE RESULT		23/24 Target	Q1	Q2	Q3	Q4	2023/24 Outcome			
LI/ICT/0006	Website availability	99%					99.7 %			
BV79b(i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	80%				*R	92.4%			
LI/CSC/003	Complaints responded to within 10 working days	90%					82.4%			
NI188	Planning to Adapt to Climate Change	3					3			
LI/EH/001	Percentage of Planning consultations responded to in 21 days	90%					98.9 %			
LI/EH/002	Food Hygiene – The percentage of food inspections completed that were due.	90%					99.1 %			
LI/IA/004	Audit recommendations implemented	95%				*G	71.7%			
LI/CEL/002	Percentage of beach huts occupied	75%					100 %			
LI/CEL/003	Percentage of disabled parking bay applications processed within 3 months	95%					100 %			
LI/PAR/001	Civil enforcement officer accuracy rate	98%					99.1 %			
QUARTERLY INDICATORS (x10)			YEAR TO DATE Quarterly Total				9G 0A 0R	9G 0A 0R	9G 0A 1R	8G 0A 2R

COMBINED INDICATOR RESULTS (x28) (Monthly + Quarterly KPIs)		YEAR TO DATE (Monthly + Quarterly Totals)				23G 1A 3R	21G 3A 3R	24G 0A 4R	22G 1A 5R
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