

Key Performance Indicators 2022/23 - Statutory

QUARTER ONE

Reference	Measure/Activity	Target	Benchmark	Frequency	Responsible Staff	Corporate Objective	Sub-Objective	Service	June 2022 Commentary	June Forecast
BPE 1 (s)	Submit Annual Status Report to DEFRA for air quality	Complete report	National	Annual	Senior Strategic Manager - EH	Building, Protecting and Empowering Communities	Delivering High Quality and Healthy Lifestyles in Communities	Law & Democracy	Not due for reporting yet	Blue
BPE 2 (s)	Prescribed processes for pollution control	Maintain a register and complete annual inspections in accordance with LA-PPC requirements	National	Annual	Senior Strategic Manager - EH	Building, Protecting and Empowering Communities	Delivering High Quality and Healthy Lifestyles in Communities	Law & Democracy	Not due for reporting yet	Blue
BPE 3 (s)	Deliver an effective, efficient and fair planning application service.	Determine major planning applications within the statutory timeframe (within 13 weeks or an agreed Extension of Time).	Local	Monthly	Planning Policy and Development Manager	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment	During Quarter One, 1 out of 1 major planning applications were determined in time. Therefore 100% of major planning applications were determined in time against the Government target of at least 60%.	Green
BPE 4 (s)	Deliver an effective, efficient and fair planning application service.	Determine all other non-major planning applications within the statutory timeframes (within 8 weeks or an agreed Extension of Time).	Local	Milestone	Planning Policy and Development Manager	Building, Protecting and Empowering Communities	Delivering our housing needs	Built Environment	During Quarter One, 71 out of 75 non major planning applications were determined in time. Therefore 95% of non major planning applications were determined in time against the Government target of at least 70%.	Green
BPE 5 (s)	Monitor our performance in the implementation of the Local Plan.	Publish an Annual Monitoring Report by 31st December 2022 to inform residents of our performance.	Local	Milestone	Planning Policy and Development Manager	Building, Protecting and Empowering Communities	Delivering High Quality and Healthy Lifestyles in Communities	Built Environment	Due to be published prior to the end of this calendar year.	Green
BPE 6 (s)	Ensure that our planning decisions are robust.	No more than 10 per cent of the total number of Decisions made being overturned at appeal.	Local	Milestone	Planning Policy and Development Manager	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment	During Quarter One, 6 Appeal Decisions were issued. Of the 6, 4 were dismissed (ie the Council's original Decision was upheld), 1 was withdrawn, and 1 was allowed (ie the Inspectorate overturned the Council's original Decision). Total Decisions = 76: 1 Appeal allowed: = 1% of total Decisions overturned.	Green
BPE 7 (s)	Ensure all Council properties are compliant	100% compliance	National	Milestone	Housing Manager	Building, Protecting and	Excellence for our customers	Built Environment	Compliant	Green

	with gas & fire safety requirements					Empowering Communities				
BPE 8 (s)	Average processing time for housing application	5 working days	Local	Quarterly	Housing Officer	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment	Any housing requests received have been delivered within the 5 days	Green
PES 1 (s)	Deliver Food Service Plan	Complete all high risk inspections by quarter	National	Quarterly	Senior Strategic Manager - EH	Providing Excellent Services	Excellence for our customers	Law & Democracy	All identified high risk food businesses completed	Green
PES 2 (s)	Achieve an unqualified opinion on the annual statement of accounts by external auditors	Achieve an unqualified opinion on the statement of accounts	Local	Annual	Finance Manager	Providing Excellent Services	Improving how we work	Finance and Resources	The Accounts for 2020/21 are expected to receive an unqualified opinion by the Councils auditors	Green
PES 3 (s)	HB new claims speed of processing	No set target but quarterly review with DWP. Below 30 day or may result in further intervention from DWP	National	Monthly	Revenues and Benefits Manager	Providing Excellent Services	Excellence for our customers	Finance and Resources	21.75 days.	Green
PES 4 (s)	HB change of circs speed of processing	No set target but quarterly review with DWP. Under 10 day change or may result in further intervention from DWP	National	Monthly	Revenues and Benefits Manager	Providing Excellent Services	Excellence for our customers	Finance and Resources	2.63 days	Green
PES 5 (s)	Statutory publication of meeting agendas prior to public meeting	Publication of public meeting agendas 5 clear working days before the date of meeting	Nationally	As of when required	Legal and Democratic Services Manager	Providing Excellent Services	Excellence for our customers	Law & Democracy	All targets have been met for the Q1 meeting cycle for 2022/2023	Green
PES 6 (s)	Average Freedom of Information request Processing time	Statutory target 30 days	National	Milestone	Policy and Compliance Officer	Providing Excellent Services	Excellence for our customers	Law & Democracy	5 days	Green
PES 7 (s)	Average Environmental Regulation Request Processing Time	Statutory target 30 days	National	Milestone	Policy and Compliance Officer	Providing Excellent Services	Excellence for our customers	Law & Democracy	1 day	Green
PES 8 (s)	Average Data Protection Act processing times	Statutory target 30 days	National	Milestone	Policy and Compliance Office	Providing Excellent Services	Excellence for our customers	Law & Democracy	4 days	Green

PES 9 (s)	Average subject access request processing time	Statutory target 30 days	National	Milestone	Policy and Compliance Officer	Providing Excellent Services	Excellence for our customers	Law & Democracy	No requests made	Green
PES 10 (s)	Advertisement of vacant council homes	100% of available council owned properties will be advertised	Local	Quarterly	Housing Officer	Providing Excellent Services	Excellence for our customers	Built Environment	In line with performance and target	Green
PES 11 (s)	Emergency repair – average time to attend & make safe	4 hours	Local	Quarterly	Property Services Manager	Providing Excellent Services	Excellence for our customers	Built Environment	In line with performance and target	Green
PES 12 (s)	Gas safety inspection	Each property inspected yearly	Local	Annual	Property Services Manager	Providing Excellent Services	Excellence for our customers	Built Environment	Does not need reporting on yet	Blue
PES 13 (s)	Service main heating appliance	Each property serviced yearly	Local	Annual	Property Services Manager	Providing Excellent Services	Excellence for our customers	Built Environment	Does not need reporting on yet	Blue
PES 14 (s)	Service for smoke and heat alarm system	Each property serviced yearly	Local	Annual	Property Services Manager	Providing Excellent Services	Excellence for our customers	Built Environment	Does not need reporting on yet	Blue
PES 15 (s)	Council Tax Collection rate.	97.5%	Regional & National	Annual	Revenues and Benefits Manager	Providing Excellent Services	Excellence for our Customers	Finance and Resources	<p>0.81% short of June target of 29.39% 0.36% short of 21/22 position.</p> <p>Improvement plan going to Service Delivery Committee in September with details of steps being taken, expected impact on service and performance, and timelines.</p> <p>Changes made to streamline processes including new customer forms and procedures in Council Tax to facilitate timely collection. New and refresher training delivered to team members to increase productivity.</p> <p>Disability Reduction Review undertaken to ensure accurate billing.</p>	Red

PES 16 (s)	NDR Collection rate	98.5%	Regional & National	Annual	Revenues and Benefits Manager	Providing Excellent Services	Excellence for our Customers	Finance and Resources	<p>2.7% short of June target. 5.45% improvement on 21/22 position. Improvement plan going to Service Delivery Committee in September with details of steps being taken, expected impact on service and performance, and timelines.</p> <p>Empty property review scheduled to begin next month. Intensive work on high balance rates avoidance cases to increase collection and strengthen the position of Oadby and Wigston as a borough that does not tolerate rates avoidance.</p>	Amber
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