

Key Performance Indicators 2023/24 - Statutory

Reference	Measure/Activity	Target	Benchmark	Frequency	Target Quarter	Responsible Staff	Corporate Objective	Sub-Objective	Service
BPE 1 (s)	Submit Annual Status Report to DEFRA for air quality	Complete report	National	Annual		Jon Wells	Building, Protecting and Empowering Communities	Delivering High Quality and Healthy Lifestyles in Communities	Law & Democracy
BPE 2 (s)	Prescribed processes for pollution control	Maintain a register and complete annual inspections in accordance with LA-PPC requirements	National	Annual		Jon Wells	Building, Protecting and Empowering Communities	Delivering High Quality and Healthy Lifestyles in Communities	Law & Democracy
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		Jamie Carr	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
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		Jamie Carr	Building, Protecting and Empowering Communities	Delivering our housing needs	Built Environment
BPE 5 (s)	Monitor our performance in the implementation of the Local Plan.	Publish an Annual Monitoring Report by 31st December 2023 to inform residents of our performance.	Local	Milestone		Jamie Carr	Building, Protecting and Empowering Communities	Delivering High Quality and Healthy Lifestyles in Communities	Built Environment
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		Jamie Carr	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 7 (s)	Maintain our national requirement to have a rolling 5-year housing land supply.	Maintain a 5-year housing land supply. Publish an Annual Monitoring Report by 31st December 2023 to inform residents of the 5 year land supply position.	Local	Annual		Jamie Carr	Building, Protecting and Empowering Communities	Delivering our housing needs	Built Environment
BPE 8 (s)	Ensure we obtain the required number of Tenant Perception Survey responses	Meet the minimum requirement of 306 (TSM)	National	Annual End Q4		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 9 (s)	Ensure we monitor the number of Stage 1 complaints received & responded to with in Housing	Log the number of Stage 1 complaints received & responded to (TSM)	National	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 10 (s)	Ensure we monitor the number of stage 2 complaints received & responded to within the Housing Ombudsman Complaint Handling Code timescales	Log number of Stage 2 Housing complaints received & responded to (TSM)	National	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 11 (s)	Ensure we monitor the number of anti-social behaviour cases opened within Housing	Log the number of anti-social behaviour cases opened (TSM)	National	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment

BPE 12 (s)	Ensure we monitor the number of homes that do not meet the Decent Homes Standard guidance published by the government	Log the number of homes that do not meet the Decent Homes Standard (TSM)	National	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 13 (s)	Ensure we complete routine (non-emergency) repairs within the target timescale	25 working days (TSM)	Local and National	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 14 (s)	Ensure all Council properties with a Gas supply compliant in terms of annual gas safety check	100% compliance (TSM)	National	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 15 (s)	Ensure all HRA Council buildings are compliant with fire safety requirements in terms of a Fire Risk Assessment (FRA)	100% (TSM)	National	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 16 (s)	Ensure all Council properties that require asbestos safety checks have an asbestos management survey or re-inspection carried out	100% (TSM)	National	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 17 (s)	Ensure all Council properties that require water safety checks have a legionella risk assessment carried out	100% (TSM)	National	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 18 (s)	Ensure all HRA Council buildings with a communal passenger lift has a lift safety check carried out	100% (TSM)	National	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Excellence for our customers	Built Environment
BPE 19 (s)	Ensure all Council properties are compliant with electrical safety in terms of a valid electrical certificate	100%	Local	Quarterly		Sunny Basran	Building, Protecting and Empowering Communities	Delivering our housing needs	Built Environment
BPE 20 (s)	Ensure all HRA Council buildings are compliant with electrical safety in terms of a valid electrical certificate	100%	Local	Annual		Sunny Basran	Building, Protecting and Empowering Communities	Delivering our housing needs	Built Environment
BPE 21 (s)	Ensure all Council properties have smoke detection installed	100%	Local	Quarterly		Sunny Basran	Building, Protecting and Empowering Communities	Delivering our housing needs	Built Environment
BPE 22 (s)	Ensure all Council properties with gas installed have carbon monoxide detectors	100%	Local	Quarterly		Sunny Basran	Building, Protecting and Empowering Communities	Delivering our housing needs	Built Environment
PES 1 (s)	Deliver Food Service Plan	Complete all high risk inspections by quarter	National	Quarterly		Jon Wells	Providing Excellent Services	Excellence for our customers	Law & Democracy
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	Quarter 4	Finance Manager	Providing Excellent Services	Improving how we work	Finance and Resources
PES 3 (s)	Housing Benefit (HB)/Council Tax Support (CTS) new claim speed of processing	28 days	National	Quarterly		Claire Wera	Providing Excellent Services	Excellence for our customers	Finance and Resources

PES 4 (s)	HB/CTS change of circumstances speed of processing	10 days	National	Quarterly		Claire Wera	Providing Excellent Services	Excellence for our customers	Finance and Resources
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	N/A	Samuel Ball	Providing Excellent Services	Excellence for our customers	Law & Democracy
PES 6 (s)	Average Freedom of Information request Processing time	Statutory target 20 days	National	Milestone		Kristen Perkins	Providing Excellent Services	Excellence for our customers	Customer Service and Transformation
PES 7 (s)	Average Environmental Regulation Request Processing Time	Statutory target 20 days	National	Milestone		Kristen Perkins	Providing Excellent Services	Excellence for our customers	Customer Service and Transformation
PES 8 (s)	Average Data Protection Act processing times	Statutory target 30 days	National	Milestone		Kristen Perkins	Providing Excellent Services	Excellence for our customers	Customer Service and Transformation
PES 9 (s)	Average subject access request processing time	Statutory target 30 days	National	Milestone		Kristen Perkins	Providing Excellent Services	Excellence for our customers	Customer Service and Transformation
PES 10 (s)	Council Tax Collection rate	97.5%	Regional/National	Annual	By end of year	Claire Wera	Providing Excellent Services	Excellence for our Customers	Finance and Resources
PES 11 (s)	NNDR Collection rate	98.5%	Regional/National	Annual	By end of year	Claire Wera	Providing Excellent Services	Excellence for our Customers	Finance and Resources
PES 12 (s)	Accuracy of HB/CTS assessments	90%	Regional/National	Q2 onwards		Claire Wera	Providing Excellent Services	Excellence for our customers	Finance and Resources
PES 13 (s)	Set balanced revenue budget for 2024/25	Set budget for Council approval (February 2024)	Local	Milestone	Quarter 2 onwards	Bev Bull/Sal Khan	Providing Excellent Services	Improving How we work	Finance and Resources
PES 14 (s)	Achieve a positive value for money commentary by the external auditors	Achieve a positive value for money commentary by the external auditors	National	Milestone	Quarter 4	Bev Bull	Providing Excellent Services	Improving How we work	Finance and Resources