

Proposed changes for the Corporate Performance Indicator set 2022-2023

APPENDIX 'A'

Key

	Existing corporate indicator with proposed change(s) to the description/targets for 2022/23 (as detailed in cover report).		New indicator proposed to be part of the corporate set for 2022/23.
	Existing corporate indicator proposed to be removed for 2022/23 CKPI set.		Existing corporate indicator with no proposed changes for 2022/23.
	Final indicator still to be determined (as detailed in cover report).		

Performance Indicator – final proposed description <i>(unless it is highlighted in red and then it is proposed to be dropped)</i>	Proposed targets 2022/23				
	Q1	Q2	Q3	Q4	Full year
	(Apr-Jun)	(Jul-Sept)	(Oct-Dec)	(Jan-Mar)	(Apr-Mar)
Customer, Digital and Collection Services					
CDCS1: Average number of days taken to process new Housing Benefit and Council Tax Support claims or changes (cumulative result)	8	8	8	8	8
CDCS2: Percentage of lost Customer Service calls per quarter	10%	10%	10%	10%	10%
Financial Services					
F1: Percentage of invoices paid in 30 days	98.0%	98.0%	98.0%	98.0%	98.0%
Law and Governance					
LG1: Percentage of FOI requests processed in statutory deadline	99.0%	99.0%	99.0%	99.0%	99.0%
LG2: Number of decisions investigated by the ombudsman requiring a remedy, including minor injustices	0	0	0	0	0
Housing					
H1: Percentage of dwellings re-let to deadline per quarter	50%	70%	85%	85%	85%
NEW H1: Percentage of Repairs completed within target timescale. (RP02)	90.0%	90.0%	95.0%	95.0%	95.0%
H2: Average number of calendar days to re-let a void property (excludes major works voids)	25	25	25	25	25
H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned)	95.0%	95.0%	95.0%	95.0%	95.0%
H4: Number of households in B&B for more than 2 weeks per quarter	4	4	4	4	16

H5: Rent arrears of current tenants as a percentage of rent due (cumulative result)	1.75%	1.75%	1.75%	1.75%	1.75%
NEW H6: Percentage of homes that do not meet the Decent Homes Standard. (RP01)	30.0%	30.0%	30.0%	30.0%	30.0%
H6: Percentage of tenants with more than 7 weeks rent arrears at the end of each quarter	4.00%	4.00%	4.00%	4.00%	4.00%
H7: Percentage of stock with a valid annual landlord gas safety certification	100%	100%	100%	100%	100%
H8: Percentage of stock with a valid safety certification Electrical Installation Condition Report	100%	100%	100%	100%	100%
H9: Number of outstanding high-risk Fire Risk Assessment actions	30	30	30	30	30
NEW H10: Number of Anti-social behaviour cases per 1000 properties. (NM01)	18	18	18	18	18
Development Management and Building Control					
P1: Percentage of 'Major' planning applications processed to deadline in each quarter.	60%	60%	60%	60%	60%
P2: Percentage of 'Non-major' planning applications processed to deadline in each quarter.	80%	80%	80%	80%	80%
P3: Percentage of 'Other' planning applications processed to deadline in each quarter.	85%	85%	85%	85%	85%
P4: Major planning appeals dismissed as a percentage of Major application decisions made (cumulative result).	90%	90%	90%	90%	90%
P5: Non-major planning appeals dismissed as a percentage of Non-major application decisions made (cumulative result).	90%	90%	90%	90%	90%
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	100%	100%	100%	100%	100%
Environmental Services					
ES1: Dry mixed recycling rate (paper, cans, glass, plastic).	24%	24%	24%	24%	24%
ES2: Garden waste and food waste recycling rate.	24%	24%	24%	24%	24%

ES3: Percentage of bins collected	99.9%	99.9%	99.9%	99.9%	99.9%
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	150	150	150	150	600
Community Services					
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	10,000	10,000	9,700	10,000	39,700
C2: Number of Befriending referrals per quarter	Once the service is in place this will only be monitored, and reported, however no targets set.				
Human Resources					
HR1: Staff sickness absence - short term (Surrey benchmarking methodology – rolling year to date)	4.6	4.6	4.6	4.6	4.6