

KPIs 2014/15 - SEBC & FHDC**Appendix A**

Code and Short Name	Comments	13/14 Target	13/14 Actual	14/15 Target
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Priority: Increased opportunity for economic growth

<i>New KPI's to be identified</i>				
EDG001* New and existing businesses benefitting from the Council's Business Grant schemes	FHDC only	No target set	FH - 12	No target set
EDG002* Percentage of industrial units that are vacant or % of industrial floor area vacant		New indicator for 14/15	New indicator for 14/15	TBC
EDG003* Income from entire commercial property portfolio		SE - £2,600,000 FH - £1,689,000	SE - £2,408,011 FH - £1,513,712	SE - £2,462,150 FH - £1,759,735
EDG004* Number of new jobs created.	Annual indicator - from six point plan.	New indicator for 14/15	New indicator for 14/15	WS - 60

Priority: Resilient families and communities that are healthy and active

FAC001* Income generated from leisure service activities - Council controlled	New indicator	New indicator for 14/15	New indicator for 14/15	SE - £1,400,800 FH - £ 33,500
FAC003* Financial benefit of families & communities agenda	New indicator.	New indicator for 14/15	New indicator for 14/15	TBC
FAC004* Percentage of household waste recycled and composted		SE - 53.00% FH - 49.00%	SE - 50.00% FH - 46.00%	SE - 53.00% FH - 49.00%
FAC005* Number of fly tipping incidents	Contextual indicator	No target set	SE - 206 FH - 289	No target set
FAC006* Number of fly tipping interventions	Contextual indicator	No target set	SE - 129 FH - 937	No target set

Priority: Homes for our communities

HOU001* Average stay in temporary accommodation (all provisions) in weeks		SE - 20 weeks FH - 20 weeks	SE - 13 weeks FH - 7 weeks	SE - 16 weeks FH - 16 weeks
HOU002* Number of new affordable homes delivered available for occupation	Annual indicator	SE - 40 FH - 45	SE - 50 FH - 51	SE - 50 FH - 50
HOU003* Total number of empty properties (empty for a period of 12 months or longer) brought back into use for West Suffolk through Council intervention		Changed from 13/14 indicator	Changed from 13/14 indicator	SE - 50 FH - 50
HOU004* The number of applicants on the housing register	Contextual indicator	No target set	SE - 1,661 FH - 1,153	No target set
HOU005* Time taken to make decisions on homelessness applications (Days)		SE - 14 days FH - 14 days	SE - 22 days FH - 21 days	SE - 14 days FH - 14 days
HOU006* Number of households where homelessness prevented		SE - 170 FH - 140	SE - 146 FH - 127	SE - 180 FH - 150
HOU007* Number of people accepted as homeless	Contextual indicator	No target set	SE - 198 FH - 72	No target set
HOU008* Number of households living in temporary accommodation	Contextual indicator	No target set	SE - 130 FH - 45	No target set
HOU009* Private sector tenancies made available through West Suffolk Lettings Partnership		SE - 60 FH - 30	SE - 60 FH - 19	SE - 90 FH - 40
HOU010* Number of private rented properties made broadly compliant to discharge into private rented sector	Contextual indicator	No target set	SE - 13 FH - 38	No target set
HOU011* Percentage of major planning applications determined within 13 weeks	Alignment to national target	SE - 65.00% FH - 65.00%	SE - 23.10% FH - 28.60%	SE - 60.00% FH - 60.00%
HOU012* Percentage of minor planning applications determined within 8 weeks	Alignment to national target	SE - 75.00% FH - 75.00%	SE - 39.30% FH - 52.70%	SE - 65.00% FH - 65.00%
HOU013* Percentage of other planning applications determined within 8 weeks	Alignment to national target	SE - 80.00% FH - 80.00%	SE - 54.60% FH - 70.00%	SE - 80.00% FH - 80.00%
HOU014* Number of affordable units granted planning permission	Contextual indicator / Annual indicator	No target set	SE - 159 FH - 25	No target set
HOU015* Total number of homes built in the District and Borough	Contextual indicator / Annual indicator	No target set	TBC	No target set

Corporate indicators

COR001* Percentage staff turnover - all	Contextual indicator / Annual indicator. Target is between 7% and 13%.	7% -13%	16.49%	7% -13%
COR002* Working days/shifts lost due to sickness absence - all	Contextual indicator	6.5 - green, 7.2 amber, >7.3 red	WS - 5.67	6.5 - green, 7.2 amber, >7.3 red
COR003* Existing number of apprenticeship contracts	Annual indicator	WS - 9	WS - 9	WS - 9
COR004* Percentage of benefit fraud prosecutions which were successful		SE - 100.00% FH - 100.00%	SE - 100.00% FH - 100.00%	SE - 100.00% FH - 100.00%
COR005* % of non-disputed invoices paid within 30 days of receipt		SE - 98.00% FH - 98.00%	SE - 96.50% FH - 97.67%	WS - 98.00%
COR006* Percentage return on the investment of the council's reserves and balances		SE - 1.50% FH - 2.45%	SE - 1.31% FH - 2.10%	SE - 1.50% FH - 1.90%
COR007* Collection of Council Tax	% rate of collection	SE - 98.00% FH - 96.50%	SE - 98.40% FH - 97.12%	SE - 98.00% FH - 98.00%
COR008* Collection of Business Rates	% rate of collection	SE - 99.00% FH - 99.00%	SE - 98.27% FH - 98.51%	SE - 99.00% FH - 99.00%
COR009* Percentage of answered calls	New KPI.	New indicator for 14/15	New indicator for 14/15	90%
COR009* Number of face to face contacts (not including visitor management)	Contextual indicator	New indicator for 14/15	New indicator for 14/15	Contextual indicator so no target.