

Breckland Council Key Performance Indicators and Performance Indicators for Overview and Scrutiny Committee

Name of indicator	Area	Categorisation
Calls abandoned (%)	Customer Engagement	KPI
Average wait time (in seconds)	Customer Engagement	KPI
Number of calls received	Customer Engagement	Statistic
Number of retweets	Customer Engagement	Statistic
Total website visitors	Customer Engagement	Statistic
Twitter followers	Customer Engagement	Statistic
Facebook likes	Customer Engagement	Statistic
% of FOI's responded to within time limit	Information and feedback	KPI
% of complaints responded to within time limit	Information and feedback	KPI
Number of missed waste collections (Per 100,000 households)	Environment and Community	KPI
# of incidents of fly tipping	Environment and Community	Statistic
% of household waste recycled or composted	Environment and Community	Statistic
Average number of working days to collected missed waste (per 100,000 households)	Environment and Community	PI
Number of garden waste subscribers	Environment and Community	KPI
Fly tipping (tonnes)	Environment and Community	Statistic
Residual waste per household per household (kg)	Environment and Community	Statistic
Breckland Lottery- Value awarded	Environment and Community	KPI
Breckland Lottery- Number of good causes	Environment and Community	KPI
Cases prevented from homelessness	Housing and homelessness	KPI
Empty properties brought back into use	Housing and homelessness	KPI
% of residents who are homeless in the district	Housing and homelessness	Statistic
# of residents who are homeless in the district	Housing and homelessness	Statistic
Empty properties within Breckland	Housing and homelessness	Statistic
Staff turnover	Employee workforce	KPI
# of working days lost to sickness per FTE	Employee workforce	KPI
# of days lost to sickness	Employee workforce	Statistic
Food businesses rated 'generally satisfactory' or above	Public Protection	PI
Commercial property occupation	Economy and Growth	KPI
Commercial Property gross rental income	Economy and Growth	KPI

% of Major applications determined within 13 weeks or agreed extension	Planning Provision	KPI
% of Minor applications determined within 8 weeks or agreed extension	Planning Provision	KPI