

Breckland proposed Key Performance Indicators (KPI)- 2021-22

Title	Service	Description	Targeted measure
Development Enabled	Economy & Growth	The aggregated figure for all new development enabled, calculated at point intervention delivered	Yes
Investment Secured	Economy & Growth	The aggregated figure for all new housing enabled through direct support from service, counted at point intervention delivered	No
Housing Enabled	Economy & Growth	Snapshot of all investment (grants, funding, private sector contributions) to pipeline and E&G activity over the period	Yes
Investment Delivered	Economy & Growth	Snapshot of spend on all projects and programmes over the period being delivered within E&G (as a %)	Yes
Jobs Supported	Economy & Growth	Total jobs created and/or safeguarded through support from the service. Includes activity from all service areas.	Yes
Commercial Property Average Yield	Commercial Property / Non-Operational Assets	This is the average yield across the commercial property (investment, non-operational) assets. Yield (or return on investment) is a performance measure of how well capital (cash) is employed to allow comparison to benchmark or the market	Yes
Health & Safety Property Compliance	Property	Certification/testing of property elements to ensure safety and compliance with the H&S at Work Act. The number of compliance checks that	Yes

		have failed. Lower the outturn the better	
# of days CC performance drops below 90 %	Customer Contact	# of days where CC performance exceeds its abandonment rate of 10%	Yes
Average Wait Time in Seconds	Customer Contact	Average Time to Answer Phone calls in Seconds	Yes
% of automated customer web chats	Customer Contact	% of chatbot interactions based on the overall number of customer webchat interactions	Yes
Customer service satisfaction	Customer Contact	Level of satisfaction with Customer Services experience	Yes
# of LGO/ICO appeals defended	Customer Contact	# of appeals the council successfully defends from the ICO or LGO	No
% of FOI requests responded to within the time limit	Customer Contact	Of the FOI's responded to in the month, the percentage of ones that were responded to within the statutory 20-day timescale	Yes
Complaints % upheld/partially upheld	Customer Contact	% of complaints upheld or partially upheld at all stages	Yes
% of SAR requests responded to within the time limit	Customer Contact	Of the SAR responded to in the month, the percentage of ones that were responded to within the statutory timescale	Yes
% of Complaint requests responded to within the time limit	Customer Contact	Of the Complaints responded to in the month, the percentage of ones that were responded to within the timescale	Yes
Satisfaction with council website	Digital	% of residents who are satisfied with the council's website	Yes
Silktide- Overall external score	Digital	Things the website MUST do. Supported by accessibility statement to remediate any gaps. This covers all 1700 plus pages	Yes

Silktide- Overall internal score	Digital	Things the website MUST do. Supported by accessibility statement to remediate any gaps. This relates to the indexes 150	Yes
IT systems availability/ website downtime %	ICT/Digital	% of time key ICT systems were down for unscheduled reasons	Yes
Amount of funding allocated	Climate	Amount of funding that has been allocated via the community green grants	Yes
# of enforcement actions taken	Climate	Instances where enforcement actions taken by the council e.g. FPN	Yes
Amount of carbon saved by staff and members choosing active travel options	Climate	Amount of carbon saved by staff and members choosing active travel options	Yes
Emissions reduced from trees planted (estimate)	Climate	Amount of emissions reduced as a result of council-led or council linked tree planting	Yes
# of additional electric vehicle charging units delivered	Climate	# of additional electric vehicle charging units installed within the district	Yes
Facebook engagement	Comms	Level of engagement through the council's Twitter pages	No
Twitter engagement	Comms	Level of engagement through the council's Facebook pages	No
% of reports received after the agenda has been published and sent out late	Dem Services	% of committee agendas published after the publication deadline	Yes
% Staff completing corporate induction/safeguarding	HR	% Staff completing corporate induction/safeguarding	Yes
% Staff who feel well supported by the Council	HR	From staff survey	Yes
% Members satisfied with training	HR	From training exit survey	Yes
# and % of claims for compensation against the	Legal	In relation to legal action taken against the council	No

Council, including # of successful claims			
# ICO decisions upheld	Legal	Decisions related to data breaches upheld by the ICO	No
% of planned work completed according to agreed timescales	Public Protection	H&S- Monthly report of actions against H&S intervention plan	Yes
Food Businesses Rated 'Generally Satisfactory' or Above	Public Protection	The % of rateable food businesses with a rating of 3 (generally satisfactory), 4 (good) or 5 (very good) as a % of the total number of rateable businesses	Yes
% of successful bin collections	Contracts and Operations	% of successfully collected bins	Yes
Fly-tipping investigations with a successful outcome	Contracts and Operations	# of fly-tips where investigation produced a successful outcome (FPN etc)	No
Leisure centre customer satisfaction	Contracts and Operations	Leisure centre users customer satisfaction	Yes
Leisure centre use	Contracts and Operations	Individual participants visiting the Dereham and Thetford leisure centres	Yes
Procurement and contract management savings	Contracts and Operations	Procurement and contract management savings	Yes
Trade waste customer conversion rate	Contracts and Operations	% of customers who receive a quote and become a trade waste customer	No
Waste, grounds maintenance and street cleansing contract performance deductions	Contracts and Operations	Annual contract performance deductions as a percentage of the annual contract value	Yes
% of Major applications determined within 13 weeks or agreed extension	Planning	Major Planning Applications determined in 13 weeks (or within extended time-scale) over a rolling 2 year period*	Yes
% of Minor applications determined within 8 weeks or agreed extension	Planning	% determined within 8 weeks (or with agreed extension)	Yes

Directly supported survivors (Daisy Programme)	Communities	Where Daisy are providing a direct provision of domestic abuse services to a resident	Yes
# of people supported (Early Intervention)	Communities	Number of individual people who have been supported via a collaboration referral	Yes
% Encouraged to try new things (Silver Social)	Communities	From Silver Social resident survey	Yes
% Feel part of the community (Silver Social)	Communities	From Silver Social resident survey	Yes
Total Attendance (Silver Social)	Communities	The total number of people who attend events that take place over the reporting period, regardless of whether new or repeat attendees	Yes
Number of resolved cases (Social Prescription)	Communities	Resolved is defined by the patient confirming they no longer need support due to that given by the service	Yes
Applications received (Tripstart)	Communities	From any source	Yes
Total of service users (Tripstart)	Communities	Users do not always leave the service, so this stat shows the total number of people using the Tripstart service	Yes
Total referrals (Thetford Citizens Advice)	Communities	Number of people accessing the service	Yes
Total trained under the scheme (Mental Health Community Partnership)	Communities	Total individuals trained through various schemes	Yes
No reporting improved wellbeing (Social Prescription)	Communities	From case studies	Yes
% of approved DFG applications completed within 140 days	Housing	To ensure your home is suitable for you	Yes
% of Cases Prevented from Homelessness	Housing	Number of cases prevented from homelessness, as a result of casework intervention, this quarter.	Yes

% of Category 1 Hazard repairs complied with	Housing	To ensure you live in a safe house	Yes
% of HMO inspections completed within 8 weeks of application	Housing	To ensure you live in a safe house	Yes
% of HMO licenses issued/declined within 4 weeks of inspection	Housing	To ensure you live in a safe house	Yes
% of suspected HMO's investigated within 4 weeks	Housing	To ensure you live in a safe house	Yes
Satisfaction with the works carried out as part of a Disabled Facilities Grant	Housing	Satisfaction with the works carried out as part of a Disabled Facilities Grant	Yes
The Overall service that you received	Housing	Satisfaction with service	Yes