

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

Title	Service	Description	Frequency
Investment Supported	Economy & Growth	Snapshot of all investment (grants, funding, private sector contributions) being brought into the District that have been supported by the Council.	Annual
Jobs Supported	Economy & Growth	Total jobs created and / or safeguarded through support from the service. Includes activity from all service areas.	Annual
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	Annual
# of days CC performance drops below 90 %	Customer Contact	# of days where CC performance exceeds to wait time and abandonment targets. Based on the target of 90% of calls answered.	Quarterly
% of automated customer web chats	Customer Contact	% of chatbot interactions based on overall number of customer webchat interactions	Quarterly
% 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	Quarterly
% 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	Quarterly
% 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. + complaints upheld rate	Quarterly
IT systems availability/	ICT/Digital	% of time the Breckland Council website or key Breckland systems were offline for unscheduled and scheduled reasons	Quarterly

website downtime %			
% of reports received after the agenda has been published and sent out late	Dem Services	% of committee agendas published after deadline	Quarterly
Days lost to sickness per FTE	HR	# of days lost to sickness per FTE	Quarterly
% of planned work completed according to agreed timescales	Public Protection	EH- Monthly report of actions against EH intervention plan	Quarterly
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	Quarterly
% of successful bin collections	Contracts and Operations	% of successfully collected bins	Quarterly
Fly tipping investigations with a successful outcome	Contracts and Operations	# of fly tips where investigation produced a successful outcome (FPN etc)	Quarterly
Leisure centre use	Contracts and Operations	Individual participants visiting the Dereham and Thetford leisure centres+ satisfaction	Quarterly
Trade waste customer conversion rate	Contracts and Operations	% of customers who receive a quote and become a trade waste customer	Quarterly
% of Major applications determined within 13 weeks or agreed extension	Planning	Major Planning Applications determined in 13 weeks (or within extended timescale) over a rolling 2 year period	Quarterly

% of Minor applications determined within 8 weeks or agreed extension	Planning	% Determined within 8 weeks (or with agreed extension)	Quarterly
% of approved DFG applications completed within 140 days	Housing	The % of approved Disable Facility grant applications processed and completed by the council within timescale.	Quarterly
% of Cases Prevented from Homelessness	Housing	Number of cases prevented from homelessness, as a result of casework intervention, this quarter.	Quarterly
% of Category 1 Hazard repairs complied with	Housing	To ensure you live in a safe house	Quarterly
No of enforcement actions taken	Climate	Enforcement actions taken by the council e.g. FPN	Quarterly
Gas/Electric/Water usage	Climate	Utilities usage	Quarterly
# of trees planted	Climate	The result of council led or council linked tree planting	Specific Q's due to planting season