

Performance Indicator Type	Reference	Previous Reference	Title	Service	Frequency & Measure	
Business Plan / LSP - Government Agreed	NI 185		CO2 reduction from local authority operations	Sustainable Development	Quarterly %	
Council Business Plan	BP-30		Number of major projects not receiving independent project assurance.	Audit & Risk	Quarterly Number	
	BP-31		Number of major projects, independently assured by the Project Assurance Unit, with a red rating for the effectiveness of overall project management arrangements		Quarterly Number	
	BP-08	CP-AS54	Volume of total transactions delivered through customer self service	Customer Services	Quarterly Number	
	BP-09	LKI-CUS15a	% of complaints to the council which are responded to within 15 working days (or shorter service standard period)		Quarterly %	
	BP-10	LKI-CUS17a	Percentage of letters from the public that are responded to within 10 working days		Quarterly %	
	BP-11	LKI-CUS17b	% of customer emails sent to publicly advertised email addresses that are responded to within 10 working days		Quarterly %	
	BP-12	CP-AS51c	% of telephone calls answered as a proportion of calls offered. All services to reach a common high standard of 90% (92% for contact centres) within three years so that we have a 'One Council' approach.		Quarterly %	
	BP-13		% of those customers making a complaint who are satisfied with the handling of their complaint.		Survey %	
	BP-7		Overall resident satisfaction levels.		Survey %	
	NI- 14		Avoidable contact: the proportion of customer contact that is of low or no value to the customer.		Quarterly %	
	BP-27	BV-2a	Equality Standard Level		Equalities Team	Annually Numerical
	BP-28		The quality of the Equality and Diversity Scheme and improvements resulting from it's application. (Formally the quality of the Race Equality Scheme)			Annually %
	BP-02		% of resource re-prioritisation achieved compared to that planned in the medium term Financial Plan	Financial Management	Annually %	
	BP-03		% variation from the overall council budget in year		Quarterly %	
	NI-179	CP-FS50 / LKI-F3	% of cash releasing efficiency savings made (cumulative total over next three years)		6 Monthly £m	
	BP-15		% of people who are satisfied that they think the council allows them a say in what it does	Human Resources	Survey %	
	BP-16		% of people who think the council keeps them well informed about the services and benefits it supplies.		Survey %	
	BP-17	BV12	Number of working days lost to the authority due to sickness absence (average per FTE)		Monthly Number	
	BP-18	LKI-PE2	Voluntary leavers as a percentage of staff in post		Quarterly %	
	BP-19		Increase % staff who feel valued as an employee		Staff Survey 18 monthly	
	BP-20	CP-PE59	% staff who have had an appraisal		Staff Survey 18 monthly	
	BP-21	CP-PE54	Increase % staff who feel they are involved in contribution to the direction of the organisation		Staff Survey 18 monthly	
	BP-22		Percentage of staff who feel that the council communicates well with them		Staff Survey 18 monthly	
	BP-23	BV17a/LKI-EO2	% local authority staff from BME communities – compared to local community		Quarterly %	
	BP-24	BV16a / LKI-EO1	% local authority staff with disability – compared to local community		Quarterly %	
	BP-25a	BV-11a	Top 5% of earners who are women	Quarterly %		
	BP-25b	BV11b	Top 5% of earners who are from BME communities	Quarterly %		
BP-25c	BV11c	Top 5% of earners who are disabled	Quarterly %			
BP-26	CP-PE61 / LKI-PE1 / CP-PE52	Level of IIP accreditation across whole organisation		Annually Numerical		

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	BP-33		IO Programme project milestones achieved as a % of those planned to be achieved.	Information Knowledge Management	Annually %
	BP-34		Percentage of colleagues who have an understanding of the Council's approach to the management, use and sharing of its information and knowledge		Survey %
	BP-35		Percentage of service areas audited where Information Governance Arrangements are assessed as being 'compliant' with corporate policy.		Survey %
	BP-36a		Percentage of key systems using a corporately agreed monitoring framework and defined metrics to measure data quality.		Annually %
	BP-29		Percentage voter turn out at local elections	Legal & Public Services	Annually %
	BP-04		Use of Resources Score	Policy, Performance & Improvement	Annually Numerical
	BP-36b		Percentage of strategic indicator set (LSP, CBP & NI) where we have "no concerns" on data quality.		Quarterly %
	BP-32		Direction of Travel Score		Annually Numerical
	NI- 140		% of people who say they have been treated with respect and consideration by local public services.	Regeneration	Survey %
	BP-05a	BV-9	% Council Tax collected in year	Revenues and Benefits	Monthly %
	BP-05b	BV-10	% Non-domestic rates collected in year	Revenues and Benefits	Monthly %
	BP-05c	BV-66a	% housing rents collected in year	Housing Management	Monthly %
	BP-05d		% Sundry Debtors income collected within 30 days of invoice issued	Revenues and Benefits	Monthly %
	BP-37		Percentage of key decisions which did not appear in the forward plan	Scrutiny Support	Quarterly %
	BP-01		Maintain our external EMAS accreditation	Sustainable Development	6 monthly
	BP-14	BV-156 (Not a direct comparison)	The percentage of services which are accessible as assessed by a) self assessment, b) independent audit.	Customer Services	Survey %
National Indicator	NI-180	BV-76d	The number of changes of circumstances which affect customers HB/CTB entitlement within the year.	Revenues and Benefits	Monthly Numerical
	NI-181	BV-78a/BV-78b	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		Monthly Days
Local Indicator	CP-ES56		Increase the percentage of colleagues that are satisfied with the conditions of their employment (including physical, financial and psychological factors)	Human Resources	Survey %
	TBC		Payment of creditors % of undisputed invoices paid within 30 days of receipt	Financial Management	Quarterly %