

Appendix 1

Key Performance Indicators 2020-21

Status	Head of Service	Performance Measures	Frequency	Good Performance	2019/20 Target	2019/20 Outturn	2020/21 Target
Homes and Communities							
Existing	John Littlemore	Number of houses of multiple occupation brought to compliance by private rented sector licensing	Quarterly	Aim to Maximise	N/A	31	30
New	John Littlemore	Percentage of gas safety certificates in place on all residential properties	Quarterly	Aim to Maximise	N/A	N/A	100%
New	John Littlemore	Percentage of all electrical safety certificates on all residential properties	Quarterly	Aim to Maximise	N/A	N/A	100%
New	John Littlemore	No of high priority fire safety certificates on all residential properties	Quarterly	Aim to Maximise	N/A	N/A	100%
Existing	John Littlemore	Number of completed housing assistances	Quarterly	Aim to Maximise	Information Only	471	Information Only
Existing	John Littlemore	Percentage of approved spend for disabled facilities grant	Quarterly	Aim to Maximise	100%	130.4%	75%
Existing	John Littlemore	Number of households prevented or relieved from becoming homeless	Quarterly	Aim to Maximise	300	571	450
Existing	John Littlemore	Percentage of successful housing prevention and relief cases	Quarterly	Aim to Maximise	60.0%	56.6%	60%

Status	Head of Service	Performance Measures	Frequency	Good Performance	2019/20 Target	2019/20 Outturn	2020/21 Target
Existing	John Littlemore	Percentage of successful Prevention Duty outcomes	Quarterly	Aim to Maximise	62.4%	60%	60%
Existing	John Littlemore	Number of households housed through the housing register	Quarterly	Aim to Maximise	600	576	450
Existing	John Littlemore	Number of households living in nightly paid temporary accommodation last night of the month	Quarterly	Aim to Minimise	Information Only	36	Information Only
Existing	John Littlemore	Number of households in temporary accommodation	Quarterly	Aim to Minimise	Information Only	36	Information Only
Safe, Clean and Green							
Existing	John Littlemore	Percentage of unauthorised encampments removed within 5 working days	Quarterly	Aim to Maximise	90.0%	100%	100%
Existing	Jen Shepherd	The percentage of relevant land and highways that is assessed as having acceptable levels of litter	4-monthly	Aim to Maximise	98.0%	98.18%	98%
Existing	Jen Shepherd	The percentage of relevant land and highways that is assessed as having acceptable levels of detritus	4-monthly	Aim to Maximise	95.0%	94.9%	95%
Existing	Jen Shepherd	The average weight of fly tipped material collected	Quarterly	Aim to Maximise	Information Only	92.8kg	Information Only
Existing	Jen Shepherd	Percentage of fly tips assessed within 2 working days	Quarterly	Aim to Maximise	94.0%	96.4%	94.0%

Status	Head of Service	Performance Measures	Frequency	Good Performance	2019/20 Target	2019/20 Outturn	2020/21 Target
Existing	Jen Shepherd	Percentage of fly tips with evidential value resulting in enforcement action	Quarterly	Aim to Maximise	80.0%	87.0%	87.0%
Existing	Jen Shepherd	Percentage of household waste sent for reuse, recycling, composting	Quarterly	Aim to Maximise	52.0%	49.1%	52.0%
Existing	Jen Shepherd	Contamination: Tonnage per month rejected	Quarterly	Aim to Minimise	N/A	N/A	25
Existing	Jen Shepherd	Actual Spend of Section 106 money	Quarterly	Aim to Maximise	Information Only	£6,016	Information Only
Existing	Jen Shepherd	Maintenance per Hectare Spent on Parks and open Spaces	Annual	Aim to Maximise	Information Only	£4,953,335.00	Information Only
Existing	Jen Shepherd	Percentage of People using Parks and Open spaces	Annual	Aim to Maximise	Information Only	No Data Available	50.0%
Existing	Jen Shepherd	Number of Green Flag Parks	Annual	Aim to Maintain	5	3	3